

Product Number: 4610.03.15**OPERATION OF RETAIL OUTLETS**

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In State Parks and Wildlife Offices throughout the state there are points of sale systems used to accommodate the retail operations of these divisions.

The hours of support required for Operation of Retail Outlets are listed below.

Application	Support Hours	Days of Week
Operation of Retail Outlets	Hosting, Security and WAN Network support - 24 x 7	Sunday - Saturday
	Desktop support 7:00 am - 5:30 pm Best effort after hours and on weekends	Monday - Friday

Product Features and Descriptions

Feature	Description
Reports	Provide various reports that document the use of this system and the retail operations of the division.

Features Not Included

Feature	Explanation
Application Help Desk Support (added)	This Product Description does not provide for application help desk support. This is a business function that is provided by customers of the applications.

Rates and Billing

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Product Description

Feature	Description	Base Rate
Application Maintenance and Enhancements	Programming and testing of associated applications and interfaces to maintain and enhance the application.	Refer to DTS Rate for Application Maintenance
Application DBA Support	Perform modifications to the database needed to accommodate the implementation of changes to the system.	Refer to DTS Rate for Application Maintenance
Hosting	Manage application servers for application	See DTS Enterprise Hosting & Storage Rates
Desktop Support	Maintain desktop equipment for the application	See Desktop Support Services Rate
Network	Enterprise Network Services	See DTS Network Services Rate
Security	Enterprise Security Services	See DTS Enterprise Security Rate

Ordering and Provisioning

Application Maintenance / DBA Maintenance - Coordinated through the Product Manager.

Hosting / Desktop Support – Contact the Help Desk via phone or email

DTS Responsibilities

Analysis, design, programming and testing of enhancements made to the application as requested by the client.

Operation and maintenance of the servers and other equipment needed to operate the application.

Provide desktop end-user support to fix problems with the equipment used to run the system.

Agency Responsibilities

Provide user requirements to DTS for modifications / enhancements to the application. Prioritize such enhancements and complete user testing and verification before such modifications are implemented in a production environment.

Assist the business operators with their use of the system.

Respond to customer questions related to the use of this system.

Produce reports related to the operation of the retail systems.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability

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- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Operation of Retail Outlets	This system needs to be available to the division during business hours seven days a week. Normal business hours for the Salt Lake and Region Offices are Monday through Friday, 7:00 a.m. to 5:30 p.m. Normal business hours for field operations (parks) are 7:00 a.m. to 10:00 p.m., seven days a week. Normal business hours are 8:00 a.m. to 5:00 p.m. During this time, DNR will accept 98.5% availability due to unforeseen outages.

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

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Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied